

The following is a sequence of questions and answers regarding the Arizona Network (AZNet) telecommunications program....Pre-Transition. If you have any questions, please submit them via the AZNet website: www.aznet.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

Pre-transition Questions

1. Pre-transition, who should an agency contact with carrier questions?

Response: All services previously with ATS and transitioned agencies should contact AZNet through the Help Desk at 602-364-4444 or e-mail at aznetsupportdesk@azdoa.gov.

For agencies or agency locations that have not transitioned, it may be in the best interest of an agency to contact AZNet for a circuit change review before any carrier service changes are ordered. The purpose of an AZNet review is to find opportunities to consolidate and uncover cost savings. If an agency may benefit from this review, please call the AZNet Help Desk and request a “circuit order review”. A “Request for Information” ticket will be opened to track the request and a member of the AZNet team will contact you for details and work the design and business case issue with you. Otherwise, please contact the carrier directly.

2. How should an agency do a project?

Response: All projects must be done within AZNet regardless of agency transition status. This is an element of the telecom outsourcing law (HB2533) and the Governor’s directive. Projects implemented outside of AZNet compromise the service quality requirements of AZNet, potentially compromise security and do not leverage AZNet assets in the way that best benefits the state.